

POWSZECHNY ZAKŁAD UBEZPIECZEŃ SPÓŁKA AKCYJNA
organizational structure

President
of the Board

Members of the Board

- Data Protection Officer
- internal audit
- internal control
- compliance
- AML in PZU Group
- legal consulting
- PZU Group strategy
- project management and M&A
- corporate security
- after-sales service for health insurance
- sustainable development
- real estate

Corporate Management Department:

- corporate management
- PZU Group corporate governance
- relations and corporate communication
- marketing
- sponsorship
- prevention
- purchase

Investment Department:

- assets allocation
- macroeconomic analysis
- alternative investments
- real estate investments
- treasury

Group Network Department:

- branch network management

Corporate Client Department:

- corporate (including brokerage) sales and sales network management
- corporate product management (offer management, underwriting and risk assessment, analysis)
- financial risk insurance
- corporate business strategy and development
- corporate business service

Dealer Programs Department:

- dealer programs and sales network management

Cooperation with Banks and Strategic Partner Department:

- bancassurance (management of product and sales, actuarial tariff, analysis)
- assurbanking
- coordination and supervision of cooperation with PZU Group banks
- strategic partnerships and new businesses

IT Department:

- IT strategy and project management
- IT architecture and infrastructure management
- management and development of IT systems
- IT support
- cybersecurity

- innovations and AI
- direct sales
- sales support
- sales analysis

Multiagency Sales Department:

- multiagency sales and sales network management

Exclusive Sales Department:

- exclusive sales and sales network management

Individual and SME Insurance Product Department:

- management of individual and SME insurance products and insurance programs (offer management, actuarial tariff, underwriting, analysis)

Customer and Digital Services Department:

- CRM
- eCommerce
- management of digital processes and services
- customer relationship and experience management

- risk management
- reinsurance
- actuarial

Financial Department:

- information management
- planning and controlling
- tax policy
- accounting
- insurance accounting
- internal operations

- debt collection
- counteracting insurance crime

Claims and Benefits Service and Remote Channels Department:

- claims and benefits service
- assistance
- remote customer service

Insurance Operations Department:

- insurance operations
- after-sales customer service

- administration

HR Department:

- HR
- HR operations